

optimum. Hot Ground at the Customer's Location: Procedure for Local Area Supervisor/Senior Technician

Regions: All Audience: RCC and Field Operations Personnel

This procedure is to be used by Field Technicians when they encounter a residence or business with a defective power neutral resulting in electrical current equal to or greater than one (1) Ampere on the cable ground.

All local areas must follow this new procedure, where if the Power company is the suspected source, the Supervisor must inform the customer and the Supervisor must contact the Power Company and leave his/her name and contact number.

Included in this Training Update:

- Current Field Technician Procedure for hot ground at the customer's location
- Procedure for the local area Supervisor/Senior Technician
- Current RCC procedure for all areas
- Current SRC procedure

Field Technician Procedure for Hot Ground at the Customer's Location

When connecting or disconnecting a coaxial drop, always adhere to the following steps:

Step 1	Put on Insulating "00" Gloves.
Step 2	Use your voltage detector (Tic Tracer or Foreign Voltage Detector) to identify if it is an energized line. Visually and manually inspect the cable drop to determine whether it is melted.
Step 3	Using your ammeter (Amp clamp), test the ground wire/and or drop to determine if there is current equal to or greater than one (1) Ampere .
Step 4	If the current is equal to or exceeds (1) Ampere, do not connect or disconnect the ground wire or coaxial drop due to the potential for personal injury (electrical shock) and/or property damage.
Step 5	Contact your Supervisor and/or Dispatch and inform them of the condition.

Be aware, this is a **potential hazardous condition** that has been identified during this inspection. There is no need to alarm the customer and it may not constitute an emergency. This condition needs to be further inspected and verified by a Supervisor or Senior Technician.

- Above all: Do not say anything to alarm our customers.
- Do not inflict fear by giving them too much information.
- Do not portray to the customer that amperage in excess of one (1) Ampere is an emergency, or a danger to their property.
- Do inform dispatch and document Work Order accordingly.

FOR INTERNAL USE ONLY: This communication is the property of Cablevision and is intended for internal use only. Distribution outside of the Company, in whole or part, is not permitted, except with Company permission in the course of your authorized duties.

optimum. **Hot Ground at the Customer's Location:
Procedure for Local Area Supervisor/Senior
Technician**

Regions: All **Audience:** RCC and Field Operations Personnel

New Procedure for the Local Area Supervisor or Senior Technician

1. Supervisor or Senior Technician responds to work site when notified by the servicing technician on site.
2. Supervisor/ Senior Technician troubleshoots to identify source of excess amperage.
 - If Cablevision is the source; correct the problem. Follow standard electrical safety guidelines.
 - o See Cablevision Safety & Training Manual for details, Chapter J: Electrical Safety.
 - If the Power Company is the suspected source, the Supervisor must inform the customer and the Supervisor must contact the Power Company and leave his/her name and contact number.
 - Supervisor must inform the Power Company that there is a suspected defective neutral and should be addressed as an outage and handled as a "same day."
 - Supervisor must contact the RCC to Not-Done (Do not Complete) the job due to Safety (Order Code N: Weather/Safety)" and to flag the account with comments.

The RCC places a flag on the account in the account comments stating "Electrical Hazard" per (Supervisor's name).

- o See RCC Process at the end of this document.

Area Operations Manager will update "Notification Board" in local office, alerting technicians to the hot ground and address.

Note: A follow up with the customer and/or Power Company might be needed if you don't hear from them on a timely basis.

3. Upon hearing back from the Power Company that the problem is resolved, the Supervisor will:
 - Schedule appointment with the customer and route the job to a Senior Technician.
 - Follow Standard Operational Procedure when performing an installation or service call.
 - o See Field Technician Procedure on page 1
 - Update "Notification board" in local office when job is complete
4. When the problem is resolved, the Supervisor must contact RCC to remove the warning from the CableData/I.D.A. warning screen.

Contact Your Area Safety Manager for Support, Questions And Guidance:

Area	Contact Person	Direct Connect	Office Phone #	Cellular Phone #
Bronx	Chester Pearson	172*85*13864	718.861.6883	914.879.8691
Brooklyn	Matt Interligi	172*85*2871	718.975.1411	917.299.2239
HV/CT	Jerond Rogers	172*85*2834	203.750.5654	203.223.1403
NJ North	Amy Demarest	172*85*17401	201.651.4035	201.538.3987
NJ South	Stan Smith	172*85*14003	732.317.7112	732.489.6027
Nassau	Jim Shaw	172*85*6443	516.803-7332	516.790.1128
Suffolk	Ray Ricca	172*85*14004	631.439.4921	516.807.6840

FOR INTERNAL USE ONLY: This communication is the property of Cablevision and is intended for internal use only. Distribution outside of the Company, in whole or part, is not permitted, except with Company permission in the course of your authorized duties.

Hot Ground at the Customer's Location: optimum. Procedure for Local Area Supervisor/Senior Technician

Regions: All Audience: RCC and Field Operations Personnel

RCC Procedure:

Step 1	Access CableData account, select Menu Option 10 - Chg House/ Cust Data
Step 2	Access Menu Option 7 – Comments.
Step 3	Access Comment Line 3 “Risk Management”
Step 4	Hit the space bar twice, then key in **ELECTRICAL HAZARD PR 123 (use <i>Supervisors number</i> in place of 123) as seen below.

```
(113841- 2) B FLD SRVS OV4B 198 GRUMMAN RD 11714 07801
Comments
1 B&C Cust Commnt VP-MIKE KAPLAN (D92 04/15/08
2 System Security
3 Risk Management ELECTRICAL HAZARD PR SUPERVISOR 123
4 Spec Proj Alert
5 UPS Shipping
6 VAR Contact
7 House Comment **Platinum Service Area** (L22 04/28/08
8 Order Comment
9 Wip Comment
10 Flash Comment
11 Adj Comment Select to display comment(s)
12 Collect Comnt No comment to display
Enter comment to view
30 day dscent rem D 08/22 BusOptVc 262.20
60 day tax exempt N 08/22 BusOptVc 17.40
90 day ACTV 08/22 OV Boost 79.60
120 dy 08/22 BusCIOpt 74.95
wrtoff 08/22 Due---> 434.15
latefee 08/30 ADJ-BC ( 4) -434.15
VP-MIKE KAPLAN Bal ---> 0.00
```

Note The comment will appear on the Warning Screen as shown below.
No appointments should be booked at this home until the supervisor advises Dispatch to clear the message once the problem has been repaired.

```
(113841- 2) B FLD SRVS OV4B 198 GRUMMAN RD 11714 07801
WARNINGS
cluster *Platinum Serv Area*
ctype Test Account
ELECTRICAL HAZARD PR SUPERVISOR 123
**Platinum Service Area**
mtype Boost Available
11714 Bethpage NY
h/info
f/a 1
m/a 100
map AF10
tag
acct status
house ACTV
cust ACTV
wip status
cable
t/c
sro
* * ALERTS * *
SA/HD or SONY
NOTE: All Day Appt is now 10AM-8PM
```

FOR INTERNAL USE ONLY: This communication is the property of Cablevision and is intended for internal use only. Distribution outside of the Company, in whole or part, is not permitted, except with Company permission in the course of your authorized duties.

optimum. Hot Ground at the Customer's Location: Procedure for Local Area Supervisor/Senior Technician

Regions: *All* Audience: *RCC and Field Operations Personnel*

RCC Procedure:

RCC comes across a "Not Done Job" with notes stating "Electrical Current on Ground" or "Hot Ground".

- RCC will change the Order Reason to a Code V: Refer to FS Supervisor.
 - This will keep the pending order on the RCC Referral list and prevent the job from being rescheduled until the issue is resolved (and verified) by the Power Company.

FOR INTERNAL USE ONLY: This communication is the property of Cablevision and is intended for internal use only. Distribution outside of the Company, in whole or part, is not permitted, except with Company permission in the course of your authorized duties.